

## *How to call for help in case of an emergency.*

**1**

### **Immediate Emergency Notification Life –Threatening Emergency Number**

- ☐ Dial **9-1-1** from a phone in a safe location.

When you call 9-1-1 to request emergency assistance, you will be connected to a Public Safety Answering Point (PSAP) where emergency services are dispatched to the caller's location. A trained telecommunicator will assess your needs and dispatch the appropriate emergency service to your location.

**2**

### **Call from a safe location and remember to:**

- ☐ Stay calm.  
Be prepared to answer the following questions:
- ☐ Where is the emergency located? (Include building identifier and floor number.)
- ☐ What is the emergency? (fire, medical, hazardous material, etc.)
- ☐ How did it happen?
- ☐ Who are you? (your name)
- ☐ Gather any other information that may be useful for the emergency responders. (e.g. are there any injuries involved).
- ☐ Do not hang up until instructed to do so by the dispatcher.
- ☐ You do not need to know all the answers to these questions, but quickly gather as much information as your can. Give a telephone number or safe location where the emergency responders can call or meet you, and wait for the responders at that safe location.
- ☐ Wireless or PBX calls (used in multi-residences and multi-businesses) do not presently have the ability to display the location of that call on the 9-1-1 calltaker's computer screen, so the caller needs to be prepared to provide the location of the emergency (address, apartment or room number, floor, east wing, etc.) to the 9-1-1 calltaker.

**3**

### **Non-Life-Threatening Emergency Numbers –**

Please take the time to record and use non-emergency telephone numbers if you have a problem that does not require an emergency response.

Department	Phone Number
<input type="checkbox"/> Building Manager/Office	
<input type="checkbox"/> After hours number	
<input type="checkbox"/> Web Address	
<input type="checkbox"/> Police Department	
<input type="checkbox"/> Fire Department	
<input type="checkbox"/> Medical Facility	
<input type="checkbox"/> Local Emergency Radio Station	FM/AM Radio Dial Number